



June 12, 2013

Item No. 9

**AUTHORIZATION TO ENTER INTO TWO (2) YEAR SERVICE AND SUPPORT AGREEMENTS WITH  
YARDI, INFOR, ORACLE AND SALESFORCE.COM FOR MAINTENANCE AND SUPPORT SERVICES FOR  
THEIR RESPECTIVE SOFTWARE AND SYSTEMS**

**To the Honorable Board of Commissioners:**

**RECOMMENDATION**

It is recommended that the Board of Commissioners authorizes the Chief Executive Officer ("CEO") or his designee to enter into two (2) year agreements: (1) with Yardi in an amount not-to-exceed \$540,000 for support and maintenance; (2) with Infor in an amount not-to-exceed \$500,000 for support and maintenance; (3) with Oracle in an amount not-to-exceed \$480,000 for support and maintenance; and (4) with Salesforce.com in an amount not-to-exceed \$800,000 for subscription maintenance and support for fiscal years 2013 through 2015.

The Executive Vice President ("EVP") of Finance, the Office of the General Counsel and the Department of Procurement and Contracts have completed all necessary due diligence to support the submission of this initiative and recommend the approval of this item accordingly.

**CORPORATE GOAL**

The proposed program supports CHA's corporate goals of ensuring that the CHA's housing portfolio is safe, decent and sustainable.

**FUNDING: CHA General Fund**

**SOLICITATION SUMMARY**

Vendor: **Yardi Systems, Inc.**  
430 South Fairview Ave.  
Goletta, CA 93117

Contract Type:	Professional Services
Contract Amount:	\$540,000
Contract Period:	July 1, 2013 through June 30, 2015

**M/W/DBE Participation:**

100% MBE

**Section 3:**

Hiring      Not Applicable XX \_\_\_\_\_

**Vendor:** **Infor (US), Inc.**  
13560 Morris Road  
Alpharetta, GA 30004

Contract Type: Professional Services  
Contract Amount: \$500,000  
Contract Period: January 1, 2014 through December 31, 2015

**M/W/DBE Participation:**

Waiver XX

**Section 3:**

Hiring Not Applicable XX \_\_\_\_\_

**Vendor:** **Oracle Corporation**  
233 S. Wacker  
Floor 45  
Chicago, IL 60606

Contract Type: Professional Services  
Contract Amount: \$480,000  
Contract Period: January 1, 2014 through December 31, 2015

**M/W/DBE Participation:**

Waiver XX

**Section 3:**

Hiring Not Applicable XX \_\_\_\_\_

**Vendor:** **Salesforce.com**  
The Landmark@ One Market  
Suite 300  
San Francisco, CA 94105

Contract Type: Professional Services/Subscription  
Contract Amount: \$800,000  
Contract Period: January 1, 2014 through December 31, 2015

**M/W/DBE Participation:**

Waiver XX

**Section 3:**

Hiring Not Applicable XX \_\_\_\_\_

## **GENERAL BACKGROUND**

### **Yardi Maintenance**

Yardi Systems, Inc. (“Yardi”) is the sole source provider for support and maintenance of the Yardi Voyager housing management system, which supports property management, asset management, housing choice voucher, occupancy and property accounting business processes.

### **Infor/Lawson Maintenance**

Infor, Inc. is the sole source provider for support and maintenance for Lawson’s proprietary Enterprise Resource Planning (“ERP”) system. Chicago Housing Authority utilizes Lawson’s ERP in the following business areas: procurement, general ledger, accounts payable, HR and payroll.

### **Oracle Maintenance**

Oracle is the sole source provider for support and maintenance of Oracle platforms, such as Oracle database and other Oracle Data Warehouse applications. The following CHA core business applications are all based on the Oracle database application platform: Resident Management Tracking System (“RMTS”), Yardi Housing Management System, CHA Maximizing Productivity (“CHAMP”), CHA Reporting (“CHARTS”), and Primavera Project Management.

### **Salesforce.com License Renewal**

Salesforce.com is the sole source for access the vendor’s remotely hosted, cloud-based Salesforce computing platform, which is provided on a user-based subscription model to all clients. Salesforce.com is presently being used by Resident Services, the Housing Choice Voucher (“HCV”) program, and HCV’s contracted vendors to monitor the performance of contracted vendors, including but not limited to: case management services (i.e. FamilyWorks, CabriniWorks, Horner Engagement Program), Community and Supportive Services (move-in) and Relocation Services (move-out). Salesforce is also used by the HCV program to support and track activities related to its call center.

The Board action recommended in this item complies in all material aspects with all applicable Chicago Housing Authority Board policies and all applicable federal (HUD) procurement laws.

The EVP of Finance concurs with the recommendation to enter into two (2) year agreements with Yardi, Infor, Oracle and Salesforce.com for maintenance and support services for their respective software and system(s).

The CEO/President recommends the approval to enter into two (2) year agreements: (1) with Yardi in an amount not-to-exceed \$540,000; (2) with Infor in an amount not-to-exceed \$500,000; (3) with Oracle in an amount not-to-exceed \$480,000; and (4) with Salesforce.com in an amount not-to-exceed \$800,000, for maintenance and support services for the vendors’ respective software and system(s) in use by the CHA for fiscal years 2013 through 2015.

**RESOLUTION NO. 2013-CHA-46**

**WHEREAS**, the Board of Commissioners has reviewed the Board Letter dated June 18, 2013 entitled "AUTHORIZATION TO ENTER INTO TWO (2) YEAR SERVICE AND SUPPORT AGREEMENTS WITH YARDI, INFOR, ORACLE AND SALESFORCE.COM FOR MAINTENANCE AND SUPPORT SERVICES FOR THEIR RESPECTIVE SOFTWARE AND SYSTEMS";

**THEREFORE, BE IT RESOLVED BY THE CHICAGO HOUSING AUTHORITY**

**THAT** the Board of Commissioners authorizes the Chief Executive Officer or his designee to enter into two (2) year service and support agreements: (1) with Yardi in an amount not-to-exceed \$540,000; (2) with Infor in an amount not-to-exceed \$500,000; (3) with Oracle in an amount not-to-exceed \$480,000; and (4) with Salesforce.com in an amount not-to-exceed \$800,000, for vendors' respective software and system(s) in use by the CHA for fiscal years 2013 through 2015.

This award is subject to the Contractor's compliance with the CHA's MBE/WBE/DBE, Section 3 resident hiring, and insurance requirements, as applicable.



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